Michelle Duarte

Clinical Nurse Manager

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SKILLS

- Ambulatory Clinic Operations
- Nursing Process
- Nurse Triage
- Quality Improvement
- Staff Scheduling
- Infection Control
- Epic EHR
- HIPAA
- Mentoring
- Leadership

EDUCATION

Bachelor of Science in Nursing

05/2016

University of Colorado College of Nursing

Aurora, CO

Nursing

CERTIFICATES

Registered Nurse (RN) 06/2016

Colorado Board of Nursing

Certified Nurse Manager and Leader (CNML)

03/2024

American Organization for Nursing Leadership

SUMMARY

Registered nurse with 10 years of clinical nursing experience, the last 4 as clinical nurse manager for 3 primary care clinics with 26 nurses and medical assistants. Applies the nursing process to triage protocols, quality improvement and staff development across ambulatory clinic operations. Raised the clinics' diabetes control rate from 58% to 71%.

EXPERIENCE

Clinical Nurse Manager

06/2022 - Present

Front Range Community Clinics — Denver, CO

Three ambulatory primary care clinics with 24 providers and about 52,000 visits a year.

- Lead **26** RNs, LPNs and medical assistants across 3 clinics, covering hiring, staff scheduling and annual reviews.
- Rebuilt nurse triage protocols around the nursing process, cutting avoidable ED referrals by 18%.
- Raised the A1c control rate from 58% to 71% through an RN care management quality improvement project.
- Mentor 5 staff nurses into charge roles and run monthly skills days on infection control and medication safety.

Charge Nurse, Internal Medicine Clinic

08/2019 - 05/2022

Mile High Medical Group — Aurora, CO

Outpatient internal medicine clinic with 9 providers.

- Coordinated daily clinic flow for 9 providers and 12 nursing staff seeing about 210 patients a day.
- Handled 60 nurse triage calls a day using standing protocols and documented each call in Epic EHR.
- Built the clinic's staffing grid, filling 100% of shifts through the 2020-2021 COVID surge.

Staff Nurse, Telemetry

06/2016 - 07/2019

Platte River Medical Center — Denver, CO

- Cared for 4 to 5 patients per shift on a 36-bed telemetry unit.
- Served on the unit HIPAA and documentation committee that cut charting errors by 25%.